Parkview Centre for Health and Wellbeing

Delivering health and social care services for local people
There are four GP (general practitioner) practices based at Parkview Centre for Health and Wellbeing. All four GP practices are registering new patients.

To register, you need to contact the GP surgery and ask to register with them. They will usually ask you to complete a form and you might be asked to show proof of your identity such as your passport or driving licence and proof of your address, such as a recent council tax bill or utility bill.

Temporary registration
If you want to see a GP and are visiting an area for more than 24 hours but less than three months, you can apply to register with a GP surgery as a temporary resident.

‘Weekend openings
The Parkview Practice is part of Hammersmith and Fulham’s new weekend GP services. Patients can walk in or book a same day appointment between 9am and 4pm on a Saturday or Sunday. They do not need to be registered with the Parkview Practice and using this service will not affect registration at a patient’s own GP Practice.
Anticoagulation
This service was previously based at White City Health Centre.

Anticoagulation therapy teams monitor and manage people who are taking anticoagulants such as Warfarin to thin their blood. The teams ensure people are taking their medication correctly and in the appropriate quantities.

By treating people in the community our anticoagulation service minimises rehospitalisation and unnecessary GP appointments.

Cheyne Child Development Service
The Cheyne Child Development Service was previously based at the St Dunstan Centre.

The service is a family-centred service which has been running for many years and cares for children with special needs. It is one of the few services to provide music therapy with a dedicated team supporting children with special educational and developmental needs.

The team includes a specialist health visitor, social worker and a full range of very experienced therapists offering:

- Paediatric Occupational therapy
- Paediatric Physiotherapy
- Music Therapy
- Multi-disciplinary Assessments
- Speech and Language Therapy
- Audiology
- Psychology

Your GP can refer you to the service or you can contact them direct ☎️ 020 8846 1641. The child must be registered with a GP in Hammersmith and Fulham.

Mon-Fri 9am-5pm
☎️ 020 8846 1641
✉️ referrals.cypot@clch.nhs.uk

Community Champions
This programme works with local people (Parkview Community Champions) as volunteers, delivering a range of wellbeing activities, information awareness sessions and campaigns to improve the health and wellbeing of their community.

For more information about our work or how to become a Community Champion please contact Kim Barclay.

07507 844 009
020 8811 2494
kim@whitecityenterprise.com

Community Rehabilitation
The service provides a community assessment and rehabilitation service for patients living in Hammersmith and Fulham diagnosed with a neurological condition or a general rehabilitation need.

Referrals can be made by a GP or health professional through completion of a single assessment process form. Self-referrals from patients are also accepted over the phone.

Tuesday 9am-4.30pm
☎️ 020 8753 6500

Parkview Centre for Health and Wellbeing Services

Tuesday 1.30pm-5pm
Thursday 9am-5pm
☎️ 020 3704 6111
☎️ 020 8846 7787

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Dentistry
The dentist service was previously based at White City Health Centre. The dentistry and community specialist services at Parkview offer appointments for adults, children and also home visits as well as oral surgery. They provide dental treatments to patients who cannot be treated at an ordinary general dental practice.

Patients can be referred to the service by their dentist, GP or other health care professional.

Diabetic Services
Diabetes teams provide support to adults with diabetes. They help patients control their diabetes and reduce the risk of short and long term complications by providing patients with the skills, knowledge and confidence to self-manage their diabetes effectively.

The diabetes service is for anyone over the age of 18, who is not pregnant, and is registered with a GP.

The clinics provide:
- Management of insulin
- Care for patients with cardiovascular disease and diabetes
- Care for patients with diabetes related eye disease
- Care for people with kidney disease stage 3
- Dietetic advice

The service can refer onto:
- Podiatry
- Retinal screening
- Secondary care

There are also workshops on diabetes and health:
- Xpert Diabetes Education: 6 week programme (2½ hours each session)
- Conversation Maps: 2 sessions (2½ hours each session) over 1 or 2 days

Diabetes Nurse Clinic
- Wednesday 9.30am-1pm and 2pm-4.30pm

Diabetes Dietician Clinic
- Wednesday 9.15am-12.15pm

Diabetes Consultant Clinic
- Wednesday 2pm-4.30pm

Appointments Booking Centre
020 8962 4499
dcht.bookingsupport@nhs.net

District Nursing
The district nursing services were previously known as the Westway and White City teams. District nurses work in people's homes and the local community to help patients improve, maintain and recover their health.

The district nurse team provide care across Hammersmith and Fulham. They hold a leg ulcer clinic at Parkview. Go to page 11 of this leaflet for more information on the service.

Mon-Fri 8am-4.30pm
020 3704 6029
Bus Route 283
The bus stop for the 283 service, travelling towards East Acton or Hammersmith, is immediately outside Parkview (bus stop LN). There are buses every 6-8 minutes from this stop. The 283 serves Shepherds Bush Market Station, for Hammersmith & City and Circle Line services.

Underground
White City Station
The nearest underground station is White City for Central Line services. It takes approximately 11 minutes to walk from White City Station to Parkview or 3 minutes to cycle. There is no direct bus route from White City Station to Parkview.

Wood Lane Station
Wood Lane underground station for Hammersmith & City and Circle Line services is 13 minutes' walk or 4 minutes' cycle from Parkview. There is no direct bus route from Wood Lane Station to Parkview. The station is wheelchair accessible as is Hammersmith Station which is also on this route.

Shepherds Bush Market Station
Shepherds Bush Market Station for Hammersmith and City and Circle Line services has a direct bus link to Parkview. The 283 bus leaves from Stop Q on Uxbridge Road, buses are every 6-8 minutes.

Transport for London
For up-to-date public transport information visit www.tfl.gov.uk/plan-a-journey or @tfltravelalerts or call 034 3222 1234, 8am-8pm, 7 days per week.

Walking
For many people Parkview is just a short walk away. Walking uses 3 times as many calories than driving, so it’s the healthier option. Wormholt Park is right next door to Parkview, so you may be able to walk through the park for part of your journey, or combine your visit to Parkview with a walk in the park.

Cycling
If you can ride a bike, it’s even quicker. Parkview has free cycle parking for patients and visitors immediately outside the front entrance. If you are travelling by underground you could pick up a Barclays Cycle Hire bike, from Westfield on Ariel Way near to Wood Lane underground station for the last part of your journey to Parkview.

Car parking
If you are travelling by car there is on-street paid parking around Parkview, with parking Zones O and V the nearest. Parking costs £1.10 per half hour between 9am and 5pm (June 2014). The parking meters do not give change.
Health Visiting

The health visiting service was previously based at White City Health Centre.

The health visiting team provide a number of services for babies and children ranging from 10 days to five years old.

Services include:
- Developmental checks
- Support on family health
- Advice for feeding
- Weaning and dental health

Clinics

Well Baby Drop-in Clinics
- Tuesday 9.30am-11am
- Thursday 1.30pm-3pm

Breastfeeding Support Group
- Wednesday 1.30pm-3pm

Family Planning Clinic
- Monday 4.30pm-6.30pm
- Tuesday 5pm-7pm
- Wednesday 1pm-3.30pm

Health Visitors can be contacted:
- Mon-Fri 9am-5pm
  020 3704 6101
  020 3704 6102
  020 3704 6103

Key Events for a child aged from Birth to Five

<table>
<thead>
<tr>
<th>0-12 mths</th>
<th>BCG (prevention against Tuberculosis)</th>
</tr>
</thead>
<tbody>
<tr>
<td>6-8 wks</td>
<td>Development/Physical check</td>
</tr>
<tr>
<td>2 mths</td>
<td>1st Immunisation (Triple (DTP), Polio, Hib) + Pneumococcal</td>
</tr>
<tr>
<td>3 mths</td>
<td>2nd Immunisation (Triple (DTP), Polio, Hib) + Men C + Pneumococcal</td>
</tr>
<tr>
<td>4 mths</td>
<td>3rd Immunisation (Triple (DTP), Polio, Hib) + Men C + Pneumococcal</td>
</tr>
<tr>
<td>8 mths</td>
<td>Development/Physical check</td>
</tr>
<tr>
<td>12 mths</td>
<td>Hib/Men C</td>
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<tr>
<td>13 mths</td>
<td>MMR &amp; Pneumococcal</td>
</tr>
<tr>
<td>2-2.5 yrs</td>
<td>Development check</td>
</tr>
<tr>
<td>3 yrs, 4 mths</td>
<td>Pre-school Booster (Diptheria, Tetanus, Polio) + 2nd MMR</td>
</tr>
</tbody>
</table>

GPs can refer mothers and their children to the health visiting team who looks after their practice’s patients. Midwives and hospital teams can also do referrals. People who have moved into the area are able to self-refer to the home visiting team.

Leg Ulcer Clinic

Services at the Leg Ulcer Clinic include doppler reading assessment, compression therapy and wound care management. People living within the postcode boundaries of W6, W12 and W14 can attend the clinic. All patients must be referred to the clinic.

- Mon-Fri 8am-4.30pm
- 020 3704 6202
- 020 3704 6029

London Borough of Hammersmith & Fulham Adult Social Care Services

This service was previously based at 145 King Street, Hammersmith.

The Adult Social Care Service provides assessments and service provision for adults and people with complex needs.

For more information about Adult Social Care Services, to make a referral for an assessment or discuss any adult safeguarding concerns please contact H&F Advice on 084 5313 3935.

The service does not take direct referrals and covers all of Hammersmith and Fulham.

- Mon-Fri 9am-5pm
  020 8753 6023

1-11
London Borough of Hammersmith & Fulham Learning Disability Services
This service was previously based at Stamford Brook Centre.

The Learning Disability Service provides adult social care and health services for adults with a learning disability.

Access to the service can be a self-referral by calling into the office or phoning the service through your GP or social worker.

Each referral will be assessed for eligibility for the service. People who are not eligible will be offered advice and information about alternative services available.

Mon-Fri 9am-5pm
020 8383 6464

Nutrition and Dietetics
Central London Community Healthcare has a nutrition and dietetic team at Parkview. They assess dietary intake and provide nutrition advice to help people understand the impact of diet on their health and well-being, helping people live longer, healthier lives.

They offer the following services:

Gastro Clinic
3rd Thursday of every month, 8.30am-5.30pm

General Dietetic Clinic
2nd, 4th and 5th Thursday of the month, 9am-5pm

Weight Management Programme
Monday 5.30pm-7.30pm
020 8962 4499

Podiatry
The podiatry service (foot health) was previously based at White City Health Centre.

The podiatry service provides a number of treatments including specialist services for:

- Diabetic patients
- Musculoskeletal
- Paediatrics
- Minor surgery
  (e.g. in-growing toe nails)
- General podiatry

The service offers GP, health professional and self-referrals. To self-refer, pick up an application form from the podiatry reception at Parkview.

Mon-Fri 9am-5pm
020 3704 6111
ccht.bookingsupport@nhs.net

Practice Champions, Connecting Care for Children
The project works with parents and carers of children and with young people, who volunteer to support local families and the wider local community.

Practice Champions provide other patients with peer support, signposting and education. They offer a bridging role between GPs and local communities. They work closely with the GP practice staff and organise a range of fun health activities to benefit the patients.

If you would like to join Practice Champions or to receive more information please contact Aga Wojciechowska.

07795450997
agnieszka.wojciechowska@imperial.nhs.uk
Respiratory
This service was previously based at Canberra Health Centre.

Respiratory teams assess, treat and monitor patients with respiratory illness such as chronic obstructive pulmonary disease (COPD), asthma and bronchiectasis. By helping patients self-manage their respiratory disease, it can help prevent unnecessary hospital admissions.

The respiratory teams treat people with the following difficulties:

- Spirometry (basic lung function) testing
- Pulmonary rehabilitation
- Disease education for self-management
- Support with managing ‘flare-ups’ of COPD
- Chest clearance
- Medication reviews and advice on medication use
- Support for patients after discharge from hospital
- Assessment and review of home oxygen therapy
- Hospital at home admission avoidance
- Early supported discharge
- Community respiratory assessment unit (CRAU) offering full diagnostics
- COPD hotline Mon-Fri 9am-8pm

Patients can be referred by their GP, hospital doctor and other healthcare professional.

Patients can self-refer to our respiratory service if they are known to the service.

Appointments Booking Centre
☎ 020 8962 4499
✉ clcht.bookingsupport@nhs.net

Retinal
Diabetic eye screening is available at Parkview to those registered with a Hammersmith & Fulham GP.

☎ 020 8846 6270

School Nursing
The school nursing service was previously based at White City Health Centre.

Referrals to school nursing are for children with long term care needs and they can be made by schools, social workers, other care providers or GPs.

Services include:

- Hearing
- Vision
- Weight and measurement
- Immunisations
- Education on health

Mon-Fri 8am-5pm
☎ 020 3704 6101
☎ 020 3704 6102
☎ 020 3704 6103

Speech and Language Therapy
This service is an open referral service available for children aged 0-5 years.

Mon-Fri 9am-5pm
☎ 020 3704 6112
☎ 020 3704 6110

Stop Smoking Service
Kick-it Stop Smoking Service provides free support and advice to anyone wishing to quit smoking with one-to-one consultations or in a group setting.

- Wednesday 4.30pm-7.30pm
- Friday 8am-4pm
- 07860750695
- victor.whelan@kick-it.org.uk

Westside Contraceptive and Sexual Health
The service offers free and confidential advice and information about all methods of contraception as well as confidential and immediate on-site pregnancy testing and consultation regarding planned and unplanned pregnancies. There is also a range of services to treat sexually transmitted infections (STIs) and to test for HIV.

The service operates an open access policy, so there is no need for a referral. You can walk in, without an appointment (last client to be seen 15 minutes before closing time) or call the central booking line for an appointment.

- Mon, Tues and Fri 5pm-7pm
- 020 8962 4499
- clcht.bookingsupport@nhs.net
**NHS 111**
You can call 111 when you need medical help fast but it’s not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

**Use your NHS wisely**
There are a range of health services available to you. Using the right service for your need when you are unwell can help you to get better quickly. Visit [www.rightcarenwlonrdon.nhs.uk](http://www.rightcarenwlonrdon.nhs.uk) for details of services available in North West London.

**Complaints**
If you have a complaint, please contact the relevant service in the Parkview Centre for Health and Wellbeing.

**Feedback**
Hammersmith and Fulham CCG is always keen to hear about your experiences of healthcare. Please contact us on:

- **020 7150 8000**
- **hf.ccg@inwl.nhs.uk**

Information in this leaflet was correct as of December 2014. Please go to [www.hammersmithfulhamccg.nhs.uk](http://www.hammersmithfulhamccg.nhs.uk).